

**PATENT APPLICATION**  
**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of

Docket No: Q78398

Kenji KOJIMA

Appln. No.: Unknown

Confirmation No.: Unknown

Group Art Unit: Unknown

Filed: November 13, 2003

Examiner: Unknown

For: MAINTENANCE SERVICE SYSTEM, METHOD AND PROGRAM

**INFORMATION DISCLOSURE STATEMENT**  
**UNDER 37 C.F.R. §§ 1.97 and 1.98**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with the duty of disclosure under 37 C.F.R. § 1.56, Applicant hereby notifies the U.S. Patent and Trademark Office of the documents which are listed on the attached PTO/SB/08 A & B (modified) form and/or listed herein and which the Examiner may deem material to patentability of the claims of the above-identified application.

One copy of each of the listed documents is submitted herewith.

1. Japanese Patent Application Publication No. 11-296480, published October 29, 1999 with English Abstract.
2. Japanese Patent Application Publication No. 2000-196769, published July 14, 2000 with English Abstract.
3. Japanese Patent Application Publication No. 2001-356929, published December 26, 2001 with English Abstract.

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4. Japanese Patent Application Publication No. 2002-63295, published February 28, 2002 with English Abstract.

5. Japanese Patent Application Publication No. 2001-337754, published December 7, 2001 with English Abstract.

6. Japanese Patent Application Publication No. 2001-331214, published November 30, 2001 with English Abstract.

Japanese Patent Application Publication No. 2002-132540, published May 10, 2002 with English Abstract.

The present Information Disclosure Statement is being filed: (1) No later than three months from the application's filing date; (2) Before the mailing date of the first Office Action on the merits (whichever is later); or (3) Before the mailing date of the first Office Action after filing a request for continued examination (RCE) under §1.114, and therefore, no Statement under 37 C.F.R. § 1.97(e) or fee under 37 C.F.R. § 1.17(p) is required.

The submission of the listed documents is not intended as an admission that any such document constitutes prior art against the claims of the present application. Applicant does not waive any right to take any action that would be appropriate to antedate or otherwise remove any listed document as a competent reference against the claims of the present application.

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The USPTO is directed and authorized to charge all required fees, except for the Issue Fee and the Publication Fee, to Deposit Account No. 19-4880. Please also credit any overpayments to said Deposit Account. A duplicate copy of this paper is attached.

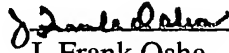
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**23373**

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Substitute for Form 1449 A & B/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  <i>(use as many sheets as necessary)</i>				<i>Complete if Known</i>	
				Application Number	Unknown
				Confirmation Number	Unknown
				Filing Date	November 13, 2003
				First Named Inventor	Kenji KOJIMA
				Art Unit	Unknown
				Examiner Name	Unknown
Sheet	1	of	1	Attorney Docket Number	Q78398

U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. <sup>1</sup>	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document
		Number	Kind Code <sup>2</sup> (if known)		
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			
		US			

FOREIGN PATENT DOCUMENTS							
Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document			Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Translation <sup>6</sup>
		Country Code <sup>3</sup>	Number <sup>4</sup>	Kind Code <sup>5</sup> (if known)			
		JP	11-296480	A	10/29/1999	Hitachi Ltd.	English Abstract
		JP	2000-196769	A	07/14/2000	Toshiba Corporation	English Abstract
		JP	2001-356929	A	12/26/2001	NEC Fielding Ltd.	English Abstract
		JP	2002-63295	A	02/28/2002	NEC Corporation	English Abstract
		JP	2001-337754	A	12/07/2001	ISA-KK	English Abstract
		JP	2001-331214	A	11/30/2001	Yokogawa Electric Corp.	English Abstract
		JP	2002-132540	A	05/10/2002	Takenaka Komuten Co., Ltd.	English Abstract

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city, and/or country where published.	Translation <sup>6</sup>

Examiner Signature		Date Considered	
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup>Applicant's unique citation designation number (optional). <sup>2</sup>See Kind Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov), MPEP 901.04 or in the comment box of this document. <sup>3</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard ST. 3). <sup>4</sup>For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup>Applicant is to indicate here if English language Translation is attached.